

FIG. 1

200

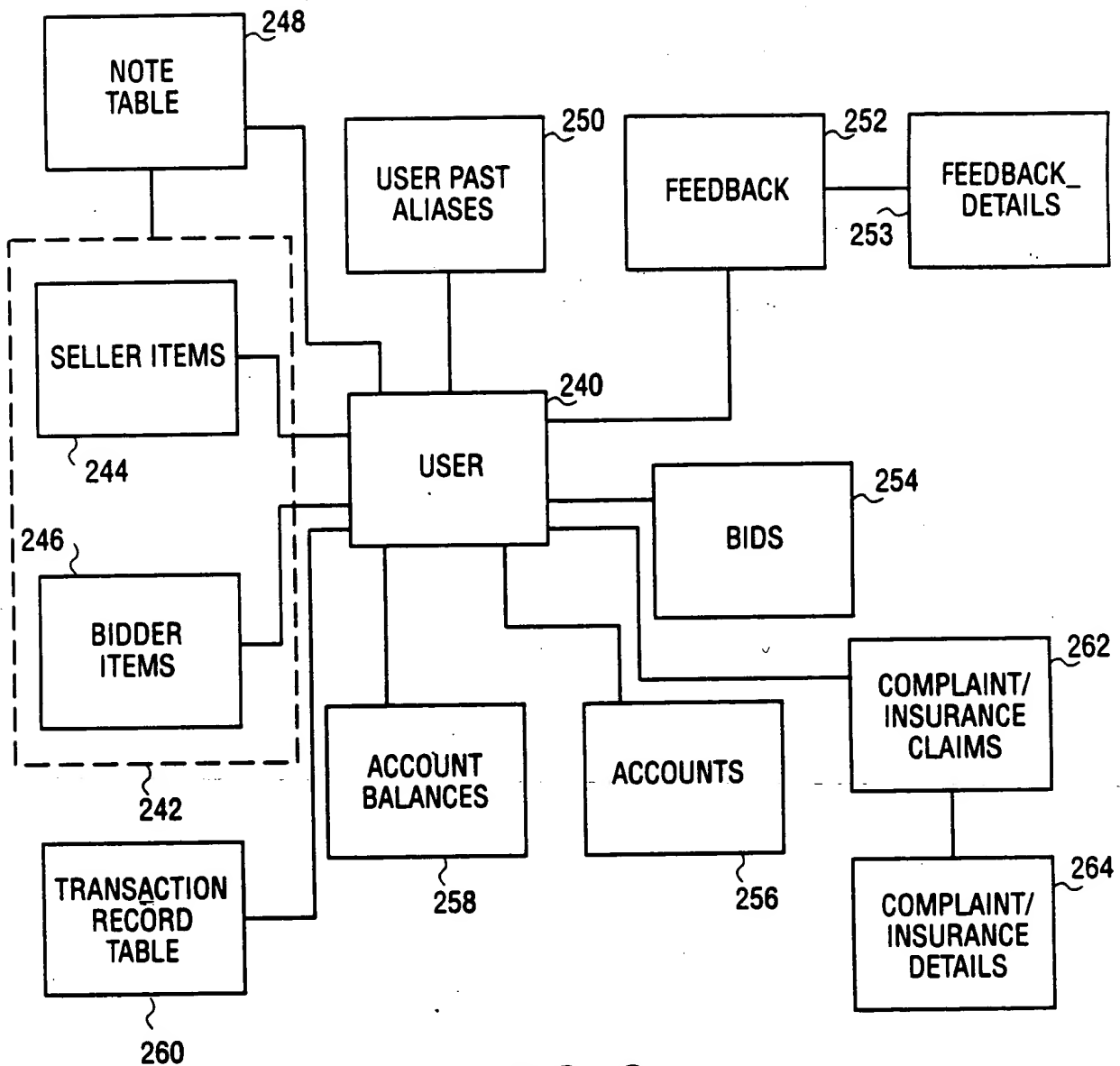
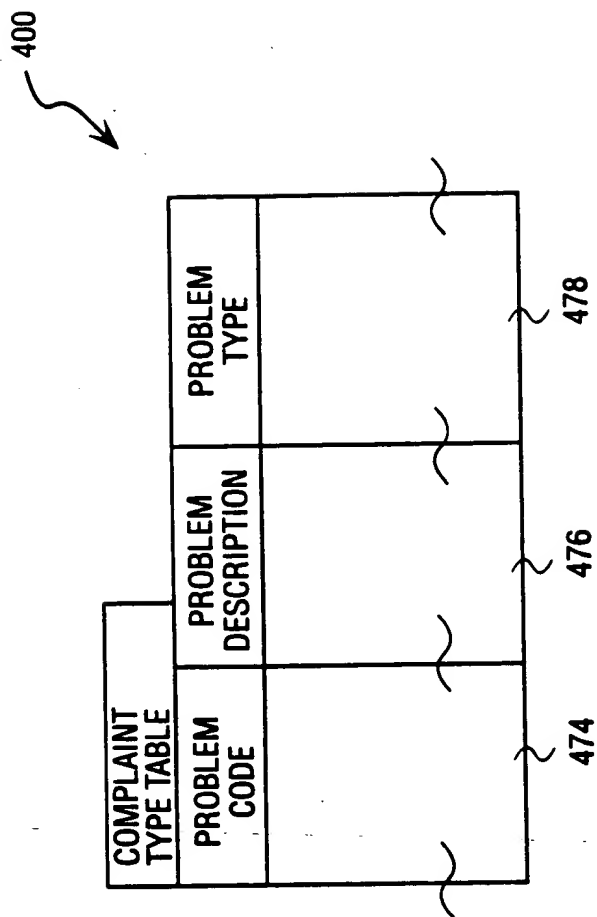


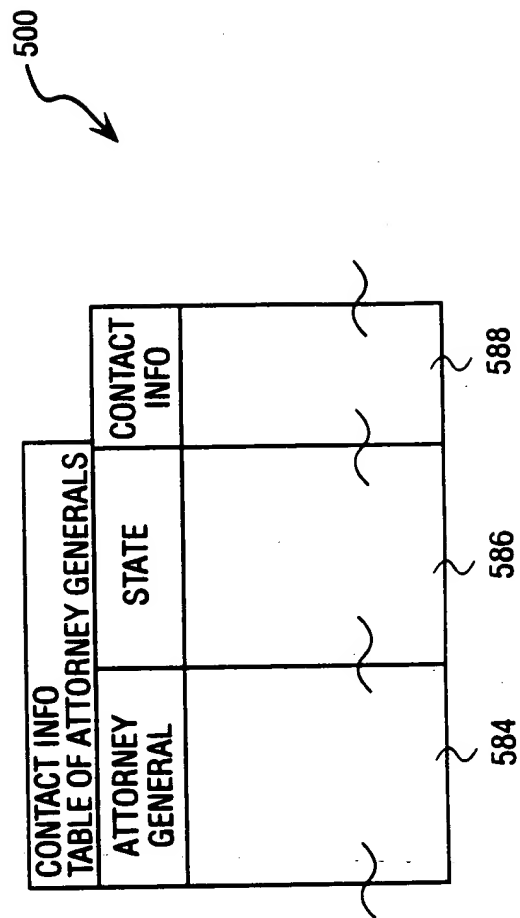
FIG. 2



**FIG. 4**



**FIG. 5**



600

COMMENTS TABLE				
TRACKING NO#	USER	DATE OF COMMENT	TEXT OF COMMENT	REGISTERED CUSTOMER

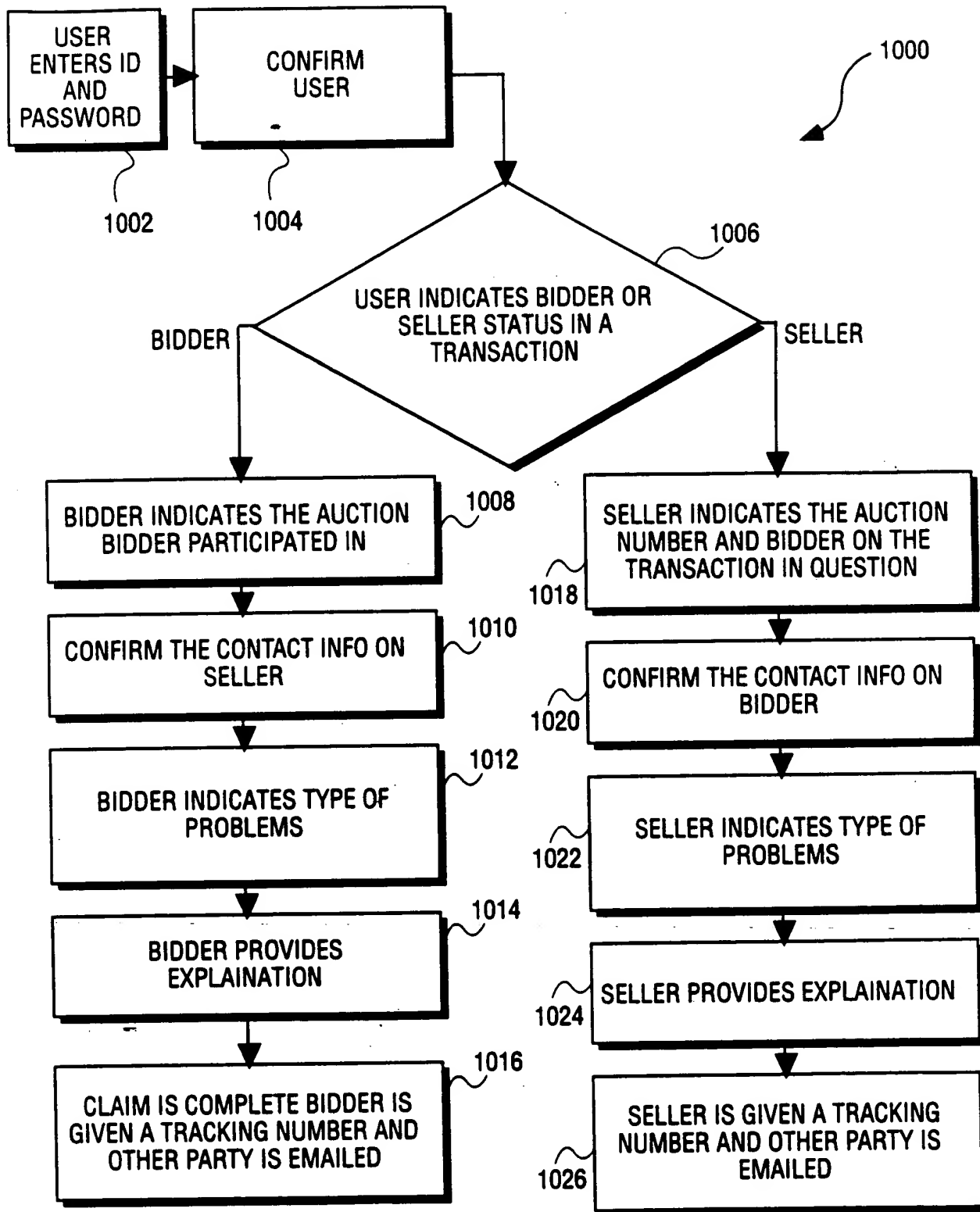
FIG. 6

700

ADDRESS AND PASSWORDS TABLE	
EMAIL ADDRESS	PASSWORD

FIG. 7





**FIG. 10**

**You sent the seller payment and:**

- 1100

**Community Watch Form** - to report illegal and infringing items  
**Final Value Fee Credit Form** - to request credit due to a non-paying bidder  
**Safe Harbor** - to report possible misuse on eBay (for example, bidding or feedback offenses)

**FIG. 11**



Please select the scenario below that **most closely** describes the problem surrounding this transaction. After making your selection, press the "Continue" button at the bottom of the page.

1200

- ☒ I sent a payment but never received any merchandise.
- ☐ I sent a payment and received the merchandise, but the merchandise is different than the seller described it.
- ☐ I sent a payment and received the merchandise, but the merchandise arrived in damaged condition.
- ☐ I sent a payment and received merchandise, but the merchandise is fake.
- ☐ I sent a payment and received some of the items that I purchased, but not all of the items.
- ☐ Other

Continue

**FIG. 12**

# CLAIM FORM

Claim Number: 66876742

1300

Name: \_\_\_\_\_  
Email Address: \_\_\_\_\_  
Home Address: \_\_\_\_\_  
City/State/Zip: \_\_\_\_\_  
Home Phone (Include Area Code & Country Code if necessary): ( ) \_\_\_\_\_  
Work Phone (Include Area Code & Country Code if necessary): ( ) \_\_\_\_\_  
Best Time/Place to Reach You: \_\_\_\_\_  
Social Security #: \_\_\_\_\_  
Driver's License #: \_\_\_\_\_  
Auction Number and Trade Date: \_\_\_\_\_  
Total \$ Amount of Trade: \_\_\_\_\_  
Steps taken to resolve the problem: \_\_\_\_\_  
(please use back of form or  
additional sheets if necessary) \_\_\_\_\_  
Complete Description of Problem: \_\_\_\_\_  
(please use back of form or  
additional sheets if necessary) \_\_\_\_\_

\*\*\*Please include copies of any cancelled checks, credit card receipts, appraisals, additional photographs, or any other information you have regarding this claim.

Send Completed Claim form to:  
Lloyd's Claims Administrator, 6745 Phillips Ind. Blvd., Jacksonville, FL 32256

I hereby attest that all of the information contained in this document is true and accurate.

\_\_\_\_\_  
Claimant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Initials

\_\_\_\_\_  
Date

Initial here if you would like your claim  
amount credited to your eBay account.

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO  
INJURE, DEFRAUD OR DECEIVE ANY INSURER, FILES A  
STATEMENT OF CLAIM OR AN APPLICATION  
CONTAINING FALSE, INCOMPLETE, OR MISLEADING  
INFORMATION IS GUILTY OF A FELONY IN THE THIRD  
DEGREE AND WILL BE PUNISHED TO THE FULLEST  
EXTENT OF THE LAW.

**FIG. 13**

**Your complaint has been given the tracking number below. You will need this number when you use the Fraud Reporting and Insurance Claim Form in subsequent visits.**

1402

[http://tdalton.corp.ebay.com/aw\\_cgi/eBayISAPI.dll?CRSStartPage](http://tdalton.corp.ebay.com/aw_cgi/eBayISAPI.dll?CRSStartPage)

**1) a hard copy of the auction item page AND**  
**2) a completed Claim Form (Claim Form is available at**  
**<http://pages.ebay.com/services/safeharbor/frs-claimform.html>)**

**Again, thank you for using the Fraud Reporting and Insurance Claim form to attempt to resolve your problem.**

FIG. 14



Here is a list of complaints the user has filed with eBay. Please select the complaint you are inquiring about at this time:

- ☐ 2629
- ☐ 10631 CLOSED
- ☐ 12898 CLOSED
- ☐ 15828 CLOSED
- ☐ 16148 CLOSED
- ☐ 18959 CLOSED
- ☐ 20860 CLOSED
- ☐ 21640 CLOSED
- ☐ 21863 CLOSED
- ☐ 22206 CLOSED
- ☐ 23260 CLOSED
- ☐ 25607 CLOSED
- ☐ 25871 RESOLVED

**FIG. 16**

Please choose from the options below to either

1. view comments placed by the other user and/or place additional comments on file of the other user to see,  
or
2. report on the status of a complaint.

1702

1704

FIG. 17

**Here is general information about the complaint:**

**Tracking Number:** 2629  
**Complainant:** TDALTON@EBAY.COM (tola@cats.ucsc.edu)  
**Against:** Tola A. Dalton  
 TDALTON@EBAY.COM  
**Web Site:** ebay.com  
**Date Complaint Filed:** 03/24/00 14:36:07 PST  
**Nature of Complaint:** I sent a payment but never received any merchandise.

The following are ALL of the comments provided to the Fraud Reporting System regarding this complaint:

03/24/2000 02:43 PM - FROM: tolaslug

## testing

To place another comment or respond to a comment from the other user, please enter information in the space below and press "Continue".

[illegible]

**Continue**

FIG. 18

Was your complaint resolved?

Yes

No

1900

**FIG. 19**



2000

In the box below, you can provide a description of how this complaint was resolved. When you are finished, press the "Continue" button at the bottom of the page.

2002

Continue

FIG. 20

We're sorry that you were unable to resolve this complaint to your satisfaction. However, we appreciate your attempt to do so at the Fraud Reporting and Insurance Claim Form. Your use of the system allows us to track the actions of "bad players" at eBay, and hopefully, remove these users from the system.

Here are some steps that you can take to engage the assistance of state and federal agencies regarding your problem. Often, even the threat of intervention by these agencies will entice the other user to resolve the dispute to your satisfaction.

1. Write a letter to the Attorney General of the state where the other user resides. Based on the information you have given us, here is the address for the Attorney General:

**Office of the Attorney General  
Public Inquiry Unit  
P.O. Box 944255**

**Sacramento, CA 94244-2550**

**Phone: (800) 952-5225**

2. Fill out the **online complaint form** at the Web site of the Attorney General of the state where the other user resides. Based on the information you have given us, the Web address for that form is:

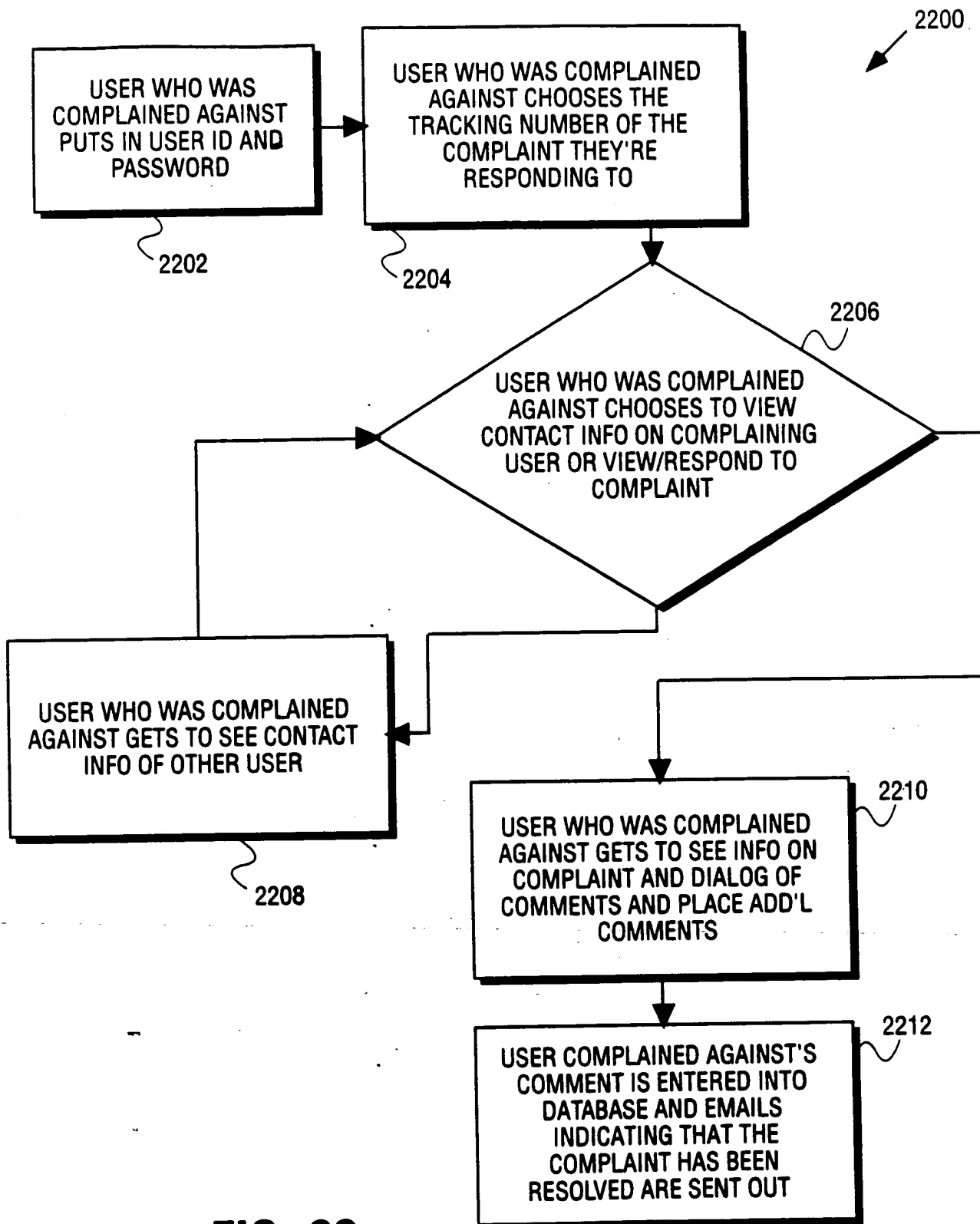
<http://caag.state.ca.us/piu/mailform.htm>

3. File a mail fraud complaint with the U.S. Postal Inspection Service - Postal Inspectors are federal law enforcement agents responsible for investigating mail fraud claims. Generally, in order for a claim to constitute mail fraud, either payment or delivery of the merchandise must have occurred through the U.S. mail. If your complaint fits within this requirement, it is very important that you take the time to file a complaint with this office, since it is this agency that most likely will have jurisdiction over the matter. To receive a mail fraud complaint form, e-mail your request to [fraud@uspis.gov](mailto:fraud@uspis.gov) and the form will be e-mailed to you. Print and mail the completed form and any necessary attachments to the attention of one of the Inspection Service offices listed. You can also request a form by contacting your nearest Postal Inspection Office. To find the office nearest to you, either call your local Post Office or visit the following website:  
<http://www.usps.gov/ncsc/locators/find-is.html>

4. You are eligible to file an insurance claim. Please press the button below and then save and print out this form. After you have filled it out, mail it to the address on the form to file your insurance claim. **PLEASE BE SURE TO PRINT AND SAVE THIS FORM!**

**View Printable Insurance Form**

Be sure to keep a copy of all correspondence between you and these agencies, and you and the other user. If, in the future, you resolve this complaint with the other user, please return to eBay's Fraud Reporting System and report this case as resolved.



**FIG. 22**

Here is a list of tracking numbers from complaints that have been filed against you at eBay. Please select the complaint you are responding to at this time:

2302

3691

STATUS PENDING

2300

FIG. 23

**Please choose from the options below to either**

- 1. view comments placed by the other user and/or place additional comments**  
on file of the other user to see,
- or**
- 2. report on the status of a complaint.**

View or respond to complaints

### Get Other Party's Contact Information

FIG. 24

Here is the contact information that eBay has on file for the other party.

Tola A. Dalton  
Santa Cruz, CA 95060

Primary phone: (831) 466-1890

**STATUS PENDING**

Secondary phone:

Fax: (831) 466-1899

EMail: tdalton@ebay.com

Continue

2500

**FIG. 25**

Here is general information about the complaint:

**Tracking Number:** 3691  
**Complainant:** tolaslug (tdalton@ebay.com)  
**Against:** Tola A. Dalton  
 TOLA@CATS.UCSC.EDU  
**Web Site:** ebay.com  
**Date Complaint Filed:** 12/07/99 17:16:11 PST  
**Nature of Complaint:** I received a check from the buyer and  
 sent the merchandise, however, the  
 buyer's check was returned for  
 insufficient funds (bounced)

The following are ALL of the comments provided to the Fraud Reporting System regarding this complaint:

12/07/1999 05:16 PM - FROM: tola

-----  
testing

12/15/1999 02:06 PM - FROM: tola

-----  
hmm, what will this do?

12/15/1999 02:09 PM - FROM: tolaslug

-----  
I think the programmers of CRS must have been monkeys

12/15/1999 02:18 PM - FROM: tolaslug

-----  
aarrgh!

12/15/1999 03:05 PM - FROM: tolaslug

-----  
aarrgh!

12/15/1999 04:35 PM - FROM: tola

-----  
tola99 (tdalton@ebay.com) posting comment

12/16/1999 07:52 PM - FROM: tola

-----  
tola99 (tdalton@ebay.com) posting comment

To place another comment or respond to a comment from the other user, please enter information in the space below and press "Continue".

▲

▼

Continue

**FIG. 26**

